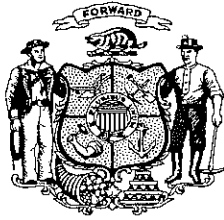


STATE OF WISCONSIN

SENATE CHAIR
MARK MILLER

317 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-9170



ASSEMBLY CHAIR
MARK POCAN

309 East, State Capitol
P.O. Box 8952
Madison, WI 53708-8952
Phone: (608) 266-8570

JOINT COMMITTEE ON FINANCE

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Mark Miller
Representative Mark Pocan

Date: May 10, 2010

Re: DHS Report on Management of Milwaukee County Income
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28.

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, including all monthly Milwaukee County Enrollment Services reports, that the Department is required to provide to the plaintiffs in the litigation against agency officials and others, known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm



Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

May 3, 2010

RECEIVED
MAY 10 2010
BY: J. Finance

Senator Mark Miller, Co-Chair
Joint Committee on Finance
Room 317 East State Capitol
Madison WI 53702

Representative Mark Pocan, Co-Chair
Joint Committee on Finance
Room 309 East State Capitol
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the fifth report provided to plaintiffs, which was transmitted on April 30, 2010. Please contact me at 266-9622 with any questions.

Sincerely,

Diane M. Welsh
Chief Legal Counsel

Jim Doyle
Governor

Karen E. Timberlake
Secretary



State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

April 30, 2010

Ms. Anne L. DeLeo
Nelson, Irvings & Waeffler, S.C.
2675 N. Mayfair Road, Suite 420
Wauwatosa, WI 53226-0140

Re: *West et al. v. Timberlake, et al.*
Case No. 08-CV-670 (E.D. Wis.)

Dear Attorney DeLeo:

Attached please find the State Defendants' monthly report for performance of the Milwaukee Enrollment Services Center (MILES) for March 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel

cc: Karen Timberlake, Secretary
Mark Thomas, Deputy Secretary
Jason Helgeson, Division Administrator
James Jones, Deputy Division Administrator
Edward Kamin, Milwaukee Enrollment Services
Steven Kilpatrick, Department of Justice

Milwaukee County Enrollment Services Report

March 2010

(as of 3/31/2010)

Report	Criteria	Details	
		Count	Percentage
Programs Open for and Confirmed in March 2010	BadgerCare Plus Only	17,237	15.62%
	Medicaid EBD Only	12,274	11.12%
	Medicaid Other Only	2,598	2.35%
	BadgerCare Plus and FoodShare	42,555	38.55%
	Medicaid EBD, LTC and FoodShare	8,097	7.34%
	Medicaid Other and FoodShare	3,355	3.04%
	FoodShare	24,261	21.98%
	Total Cases	110,377	
Timeliness	Applications Processed in Month*	5,573	
	Applications Processed Timely	4,822	86.52%
	Applications Processed Untimely	751	13.48%
	Reviews Processed in Month	10,591	
	Reviews Processed Timely	9,879	93.28%
	Reviews Processed Untimely	712	6.72%
	SMRFs Processed in Month:	3,258	
	<u>Received by the 5th day of the Month</u>	1,931	
	Processed Timely	1,725	89.33%
	Processed Untimely	206	10.67%
	<u>Received after 5th day but within the Month</u>	1,327	
	Processed Timely	743	55.99%
	Processed Untimely	584	44.01%
Verification-Related	Number of Cases Pending Due to Verification**	8,244	
	Number of Cases Pending Beyond Timely Processing Due to Verification**	4,041	
	Earliest Filing Date with Verification Pending**	1/6/2005	
Churning	Number of Cases Closed in Last 60 Days and Reopened This Month	607	
Change/Call Center	Total Phone Calls Milwaukee Change/Call Center	68,687	
	Percentage Answered	53.72%	
	Average Hold Time	16.33 minutes	

* Includes processing of matters transitioned from Milwaukee County.

** Staff discovered 9,338 cases were in pending status for a significant period of time. MILES staff have been able to process 6,769 of those through March 31, 2009. The remaining 2,569 outstanding cases will be reflected in the total number of pending cases.